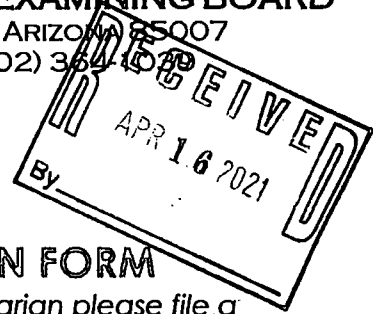


**ARIZONA STATE VETERINARY MEDICAL EXAMINING BOARD**

1740 W. ADAMS ST., SUITE 4600, PHOENIX, ARIZONA 85007

PHONE (602) 364-1PET (1738) FAX (602) 364-1089

VETBOARD.AZ.GOV



**COMPLAINT INVESTIGATION FORM**

If there is an issue with more than one veterinarian please file a separate Complaint Investigation Form for each veterinarian

PLEASE PRINT OR TYPE

**FOR OFFICE USE ONLY**

Date Received: April 16, 2021 Case Number: 21-126

**A. THIS COMPLAINT IS FILED AGAINST THE FOLLOWING:**

Name of Veterinarian/CVT: Jade Lanier

Premise Name: Arizona Avenue Animal Clinic

Premise Address: 7 W. Knox Rd

City: Chandler State: AZ Zip Code: 85225

Telephone: (480) 963-2340

**B. INFORMATION REGARDING THE INDIVIDUAL FILING COMPLAINT\*:**

Name: Annelise Flores

Address: [REDACTED]

City: [REDACTED] State: [REDACTED] Zip Code: [REDACTED]

Home Telephone: [REDACTED] Cell Telephone: [REDACTED]

\*STATE LAW REQUIRES WE HAVE TO DISCLOSE YOUR NAME UNLESS WE CAN SHOW THAT DISCLOSURE WILL RESULT IN SUBSTANTIAL HARM TO YOU, SOMEONE ELSE OR THE PUBLIC PER A.R.S. § 41-1010. IF YOU HAVE REASON TO BELIEVE THAT SUBSTANTIAL HARM WILL RESULT IN DISCLOSURE OF YOUR NAME PLEASE PROVIDE COPIES OF RESTRAINING ORDERS OR OTHER DOCUMENTATION.

**C. PATIENT INFORMATION (1):**

Name: Kitty Minaj  
Breed/Species: Tabby cat  
Age: 2 Sex: Female Color: Grey and black

**PATIENT INFORMATION (2):**

Name: \_\_\_\_\_  
Breed/Species: \_\_\_\_\_  
Age: \_\_\_\_\_ Sex: \_\_\_\_\_ Color: \_\_\_\_\_

**D. VETERINARIANS WHO HAVE PROVIDED CARE TO THIS PET FOR THIS ISSUE:**

*Please provide the name, address and phone number for each veterinarian.*  
Arizona Avenue Animal Clinic 7 W. Knox Rd. Chandler, AZ 85225 480-963-2340

**E. WITNESS INFORMATION:**

*Please provide the name, address and phone number of each witness that has direct knowledge regarding this case.*

Natalie Flores \_\_\_\_\_  
Tina Flores \_\_\_\_\_

**Attestation of Person Requesting Investigation**

By signing this form, I declare that the information contained herein is true and accurate to the best of my knowledge. Further, I authorize the release of any and all medical records or information necessary to complete the investigation of this case.

Signature: Amelie Flores

Date: 4/16/2021

**F. ALLEGATIONS and/or CONCERNS:**

*Please provide all information that you feel is relevant to the complaint. This portion must be either typewritten or clearly printed in ink.*

We adopted a stray cat and decided to take her to this vet first thing to see if she was healthy and if she was spayed. The vet examined the cat and stated that she did not have any physical signs of being spayed (no scars, no tag on ear, no tattoo). It seemed like they were unsure almost until they eventually decided she wasn't spayed. We set up an appointment for the cat to be spayed on April 7th. I dropped the cat off in the morning. In the early afternoon, I get a call from "Dr. Jade" with her telling me my cat was already spayed after they had sedated and performed surgery on her. I asked if there was any other way to tell my cat was already spayed without cutting her open. Dr. Jade informed me there were no physical signs, but proceeded to tell me there was an x-ray that could've been done beforehand. She claimed the price of the x-ray was the reason for her not telling me about this beforehand, saying it would've been "very expensive".

When I went to pick up my cat, I was upset and demanded to know just why I wasn't told about this x-ray that I could've had done as opposed to having my cat cut open for essentially no reason. Dr. Jade changed her story, saying that my cat's uterus would not have popped up on an x-ray or sonogram. I asked again if there was another way to tell and how my cat didn't have a scar. Dr. Jade claimed that my cat must've been spayed when she was really young, which was her reasoning for no scar. She also mentioned a hormonal blood test they could have performed without doing surgery, but again, she didn't tell me about it beforehand because it would have been "very expensive". The clinic charged me full price for a spay that they didn't even have to perform. They returned my cat to me without a cone on. They handed the cone to me and gave me a brief rundown on how to put it on myself. To top it all off, they also gave me painkillers, Meloxicam, as injections and gave no instruction on how to administer them either verbally or on paper.

May 6, 2021

In re: 21-126 (Jade Lanier)

On March 12, 2021, Kitty Minaj a stray, female cat was brought in for a physical exam during a curbside appointment. The owner had no previous information on the cat and on their new client information was described, by the owner, as an intact female. We scanned the cat for a microchip, which was not present. I evaluated the cat to be around 2 years old and we performed a Feline leukemia test before giving her vaccines. I gave her leukemia, distemper and rabies vaccines and evaluated her for any spay scars or tattoos on her abdomen. I then called the owner to discuss my physical exam findings and also asked that I could shave the cat's abdomen to assess for a spay scar or tattoo that had not been seen through the hair, which the owner agreed. I then called the owner back to let her know we could not find a spay scar, tattoo and her ear was not tipped which are all indicating she was not previously spayed. I then indicated that we could spay her at her booster vaccine appointment.

On April 7, 2021 Kitty Minaj presented again for booster vaccines and spay procedure. Another physical examination was performed along with a pre-operative bloodwork test and she was placed on an IV catheter with fluids. Kitty Minaj was placed under general anesthesia and ventral abdominal incision was made.

During surgery, I evaluated under the urinary bladder and was able to find a uterine stump and cervix present and no ovaries around the kidneys found. I closed the surgical site and then called the primary owner number on the sedation paperwork. I talked to Natalie, the daughter, about doing the spay procedure and finding evidence of her previously being spayed. Discussed that if she had been spayed at a very young age, she wouldn't necessarily have a prominent spay scar. Discussed with owner that we would still send her home pain medications since we did go into the abdomen and that those should be given starting the following morning. I also instructed the owner to keep the Elizabethan collar on for 10-14 days until the skin was healed and sutures were removed.

Later Annalise called and expressed concern about the fact that we performed the spay procedure and asked if there was not testing such as an x-ray or ultrasound that could be performed prior to surgery to confirm whether or not she had been spayed. Discussed with owner that unless they are pregnant or have a pyometra or uterine infection these are not able to be seen on ultrasound or radiographs. Owner asked about doing hormonal testing and told owner these are typically done when there is indication such as an ovarian remnant or stump pyometra and this testing can be very expensive and not 100% accurate. Told Annalise again that there were no outward signs of either a spay scar, tattoo or ear tipping to indicate that she had been spayed on her initial exam. Owner was concerned about still having to perform surgery and going into her abdomen and told owner still planning on sending home pain medications but procedure was not as in depth and painful as performing a spay procedure since there was no removal of uterus or ovaries.

During this conversation it was difficult to understand the owner entirely due to background noise on the phone. I then went out to the owner's car to clarify this information and explained again the inability to use radiographs, ultrasound and difficulties with hormonal testing. The owner asked for her cat to be immediately brought out to her. Sent owner home with pain medications, post-operative take-home instruction sheet and Elizabethan collar.

That was the extent of my involvement in this case. Even in retrospect, I can't think of anything that I would have done differently in this matter. Thank you.



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**INVESTIGATIVE COMMITTEE REPORT**

**TO:** Arizona State Veterinary Medical Examining Board

**FROM:** AM Investigative Committee: Robert Kritsberg, DVM - Chair  
Christina Tran, DVM - **ABSENT**  
Carolyn Ratajack  
Jarrod Butler, DVM  
Steven Seiler

**STAFF PRESENT:** Tracy A. Riendeau, CVT – Investigations  
Marc Harris – Assistant Attorney General

**RE:** Case: 21-126  
Complainant(s): Annelise Flores  
Respondent(s): Jade Lanier, DVM (License: 6927)

**SUMMARY:**

Complaint Received at Board Office: 4/16/21  
Committee Discussion: 10/5/21  
Board IIR: 11/17/21

**APPLICABLE STATUTES AND RULES:**

Laws as Amended August 2018  
(Lime Green); Rules as Revised September  
2013 (Yellow).

On April 7, 2021, "Kitty Minaj," a 2-year-old female cat was presented to Respondent for a spay procedure. The cat had been a stray therefore there was no known history.

The cat was prepped for surgery; Respondent entered the abdomen and could not locate the reproductive tract. The cat was recovered and discharged later that day with pain medication.

Complainant expressed concerns that Respondent did not offer diagnostics to determine if the cat had been spayed or not prior to performing surgery.

**Complainant was noticed and appeared telephonically.**  
**Respondent was noticed and appeared with attorney, David Stoll.**

**The Committee reviewed medical records, testimony, and other documentation as described below:**

- Complainant(s) narrative: Annelise Flores
- Respondent(s) narrative/medical record: Jade Lanier, DVM

**PROPOSED 'FINDINGS of FACT':**

1. On March 12, 2021, the cat was presented to Respondent as a stray. Complainant reported that they found the cat and wanted her scanned for a microchip. If the cat was not chipped, Complainant wanted the cat evaluated to determine health and age, if spayed or not, and have the vaccines updated.
2. Upon exam, the cat had a weight 8.38 pounds, a temperature = 102.5 degrees, a pulse rate = 160bpm, and a respiration rate = 30rpm. Respondent estimated the cat to be 2 years old; the cat was scanned and no microchip was present; the FIV/FelV snap test was negative; and the cat was vaccinated. Respondent could not identify a spay scar or tattoo indicating the cat had been spayed – the cat's ear was not tipped. Respondent called Complainant to report her findings and get approval to shave the cat's abdomen to assess for a spay scar – Complainant agreed. The cat's abdomen was shaved and no scar or tattoo was found. Respondent advised Complainant that they could not verify if the cat had been spayed and stated they could spay the cat when she was brought back for booster vaccine appointment.
3. On April 7, 2021, the cat was presented to Respondent for spay procedure and booster vaccines. Pre-surgical blood work was performed and was within normal limits; an IV catheter was placed and LRS fluids were started. The cat was microchipped and vaccinated. The cat was pre-anesthetized with hydromorphone and atropine; induced with ketamine and diazepam; intubated, and maintained on isoflurane and oxygen.
4. Respondent entered the cat's abdomen, exteriorized the urinary bladder and found the uterine stump with cervix. She was unable to find any other evidence of uterus or ovarian remnant. The abdomen was closed and recovered. Respondent contacted Complainant to advise that it appeared that the cat was already spayed; the cat will be discharged later that day with pain medication and sutures will need to be removed in 10 – 14 days.
5. Complainant expressed her concern that the cat underwent surgery unnecessarily. She was not told about other testing to determine if the cat had already been spayed such as a radiograph. Respondent explained that unless the animal has a pyometra or pregnancy, radiographs (or ultrasound) do not help determine if a pet is spayed. There is a hormonal test that can be done but is typically used on animals that have indication such as coming back into heat due to an ovarian remnant or stump pyometra; this testing is expensive.
6. Later that day, Complainant picked up the cat and Respondent went out to the car to again speak with her regarding her concerns. The cat was discharged with pain medication (meloxicam 0.5mg/ml, 0.7ml once a day for 3 – 4 days as needed for pain), an Elizabethan collar, and post-op take-home instructions.
7. The following day, premises staff left a message with Complainant to get an update on the cat and ensure she was eating, drinking, and taking medication without difficulty. She was asked to call back with any questions or concerns.
8. Complainant also expressed concerns in her complaint, besides the previously stated, that she was not given instructions on how to administer the prescribed pain medication, did not put the

Elizabethan collar on the cat (was told how to put in on), and was charged full price for a spay procedure.

**COMMITTEE DISCUSSION:**

The Committee discussed that there are no conclusive diagnostics to determine if a cat has been spayed. Respondent will likely not spay another stray again until the animal goes into heat. Although this was a learning experience, there was nothing malicious done in this case.

**COMMITTEE'S PROPOSED CONCLUSIONS of LAW:**

The Committee concluded that no violations of the Veterinary Practice Act occurred.

**COMMITTEE'S RECOMMENDED DISPOSITION:**

**Motion:** It was moved and seconded the Board:

*Dismiss this issue with no violation.*

**Vote:** The motion was approved with a vote of 4 to 0.

*The information contained in this report was obtained from the case file, which includes the complaint, the respondent's response, any consulting veterinarian or witness input, and any other sources used to gather information for the investigation.*

TR

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Tracy A. Riendeau, CVT  
Investigative Division